

3 a follower terminal configured such that at least one of
4 downloading applets is disabled and execution of applets is
5 disabled, the method comprising steps of:
6 a) providing address information related to the
7 follower terminal to the guide terminal;
8 b) providing address information related to the guide
9 terminal to the follower terminal;
10 c) sending, from the guide terminal, a browsing
11 command to the follower terminal;
12 d) receiving, with the follower terminal, the
13 browsing command;
14 e) effecting, with a browser at the follower
15 terminal, the received browsing command,
16 wherein the browser at the follower terminal is
17 resident on the follower terminal before any
18 connection between the follower terminal and the guide
19 terminal.

Please replace claim 13 with the following:

1 13. (AMENDED) A system for establishing and effecting a
2 synchronized browsing session, the system comprising:
3 a) a guide terminal, the guide terminal including
4 i) a connection process for invoking the
5 establishment of the synchronized browsing
6 session, and
7 ii) a process for generating synchronized
8 browsing commands;
9 b) a follower terminal configured such that at least
10 one of downloading applets is disabled and execution
11 of applets is disabled, the follower terminal
12 including

13 i) a connection process for facilitating the
14 establishment of the synchronized browsing
15 session, and
16 ii) a process for receiving synchronized
17 browsing commands and for effecting those
18 synchronized browsing commands;
19 c) a session manager, the session manager working
20 with the connection process of the guide terminal and
21 the connection process of the follower terminal to
22 establish and maintain the synchronized browsing
23 session; and
24 d) at least one network for communicating data
25 between the guide terminal, the follower terminal, and
26 the session manager.

Please replace claim 20 with the following:

1 20. (AMENDED) A method for establishing a synchronized
2 browsing session between a guide terminal and a follower
3 terminal configured such that at least one of downloading
4 applets is disabled and execution of applets is disabled,
5 the method comprising steps of:
6 a) accepting a request for a synchronized browsing
7 session from the guide terminal;
8 b) sending, in response to the acceptance of the
9 request for a synchronized browsing session, a
10 browsing request to the follower terminal;
11 c) accepting an acknowledge response from the
12 follower terminal; and
13 d) sending, in response to the acceptance of the
14 acknowledge response, an acknowledge response to the
15 guide terminal.

Please replace claim 28 with the following:

1 28. (AMENDED) In a guide terminal, a method for effecting
2 a synchronized browsing session with a follower terminal,
3 the method comprising steps of:
4 a) accepting a synchronized browsing command from an
5 input device of the guide terminal;
6 b) encrypting the synchronized browsing command based
7 on encryption information associated with the follower
8 terminal; and
9 c) sending the encrypted synchronized browsing
10 command to follower terminal.

Please replace claim 33 with the following:

1 33. (AMENDED) The method of claim 11 wherein a live agent
2 is at the guide terminal and a customer is at the follower
3 terminal, the method further comprising:
4 f) establishing, in response to an input at the
5 follower terminal, a call between the customer at the
6 follower terminal and the live agent at the guide
7 terminal.

Please add the following new claims:

1 -- 40. (NEW) The method of claim 1 wherein the follower
2 terminal is configured such that at least one of
3 downloading applets is disabled and execution of applets is
4 disabled.